

ILL as a key success factor in libraries : A Danish library performance measurement study

Proceeding from the 4th Nordic ILL conference Helsinki 2000

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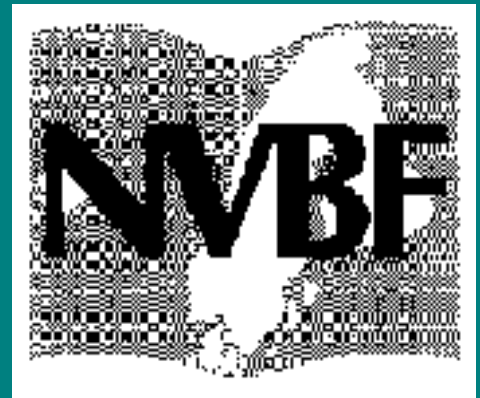
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ILL as a Key Success Factor in Libraries

*- the 4th Nordic
ILL conference
Helsinki 30.9.-3.10.2000*



Time measurement in ILL

A Danish library performance measurement study

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Roskilde University Library

RUB

Reasons for making performance measurement in ILL

- *Improve productivity of resources*
- *Improve quality of products*
- *Improve working conditions*
- *Making comparisons possible*
- *Setting goals, such as*
 - *highest possible productivity,*
 - *high quality/high user satisfaction,*
 - *good working conditions,*
 - *best in practice*

Steps in ILL performance measurement

- *Discussion and decision*
- *What do we want to measure, how and when?*
- *Collecting ILL data*
- *Analysing, comparing and presenting data*
- *Evaluations of data - Did we do what we thought we did?*
- *Setting goals for future ILL performance*

Danish research libraries performance measurement study

Participating research libraries:

AUB, Aalborg University Library

DPB, National Library of Education, Denmark

HBK, Copenhagen Business School Library

HBA, Library of the Aarhus School of Business

OUB, Odense University Library

RUB, Roskilde University Library

Danish research libraries performance measurement study

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Time measurement in ILL

- what can be measured?

- *Inhouse request handling time*



definition

The period of time that elapses from a request is received from patron until the ILL-order is dispatched

Time measurement in ILL

- what can be measured?

- *Time of delivery*



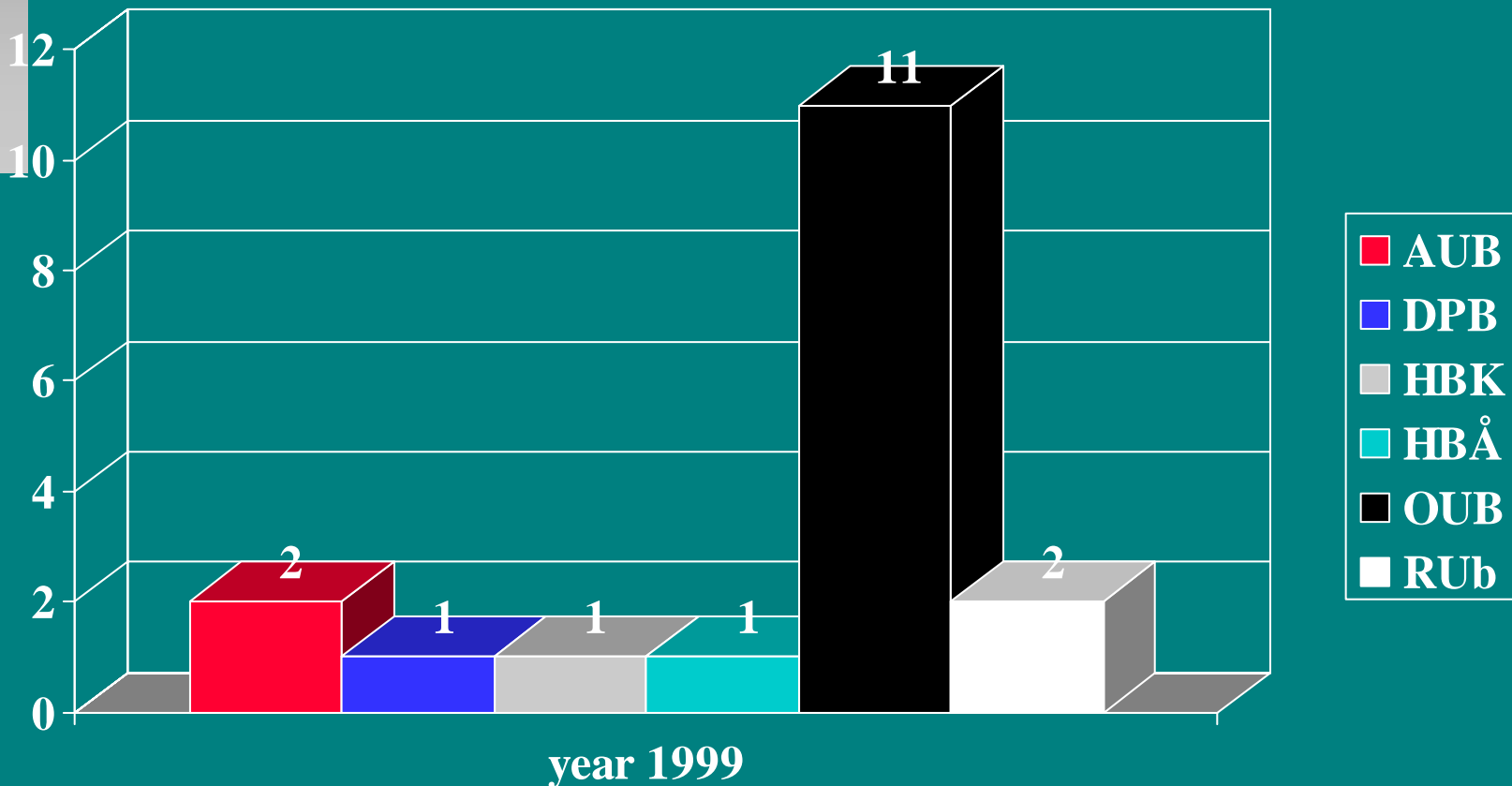
definition

*Period of time elapsed from
dispatch of ILL-order until
document is received by
borrowing library*

Time measurement in ILL

- Inhouse request handling time

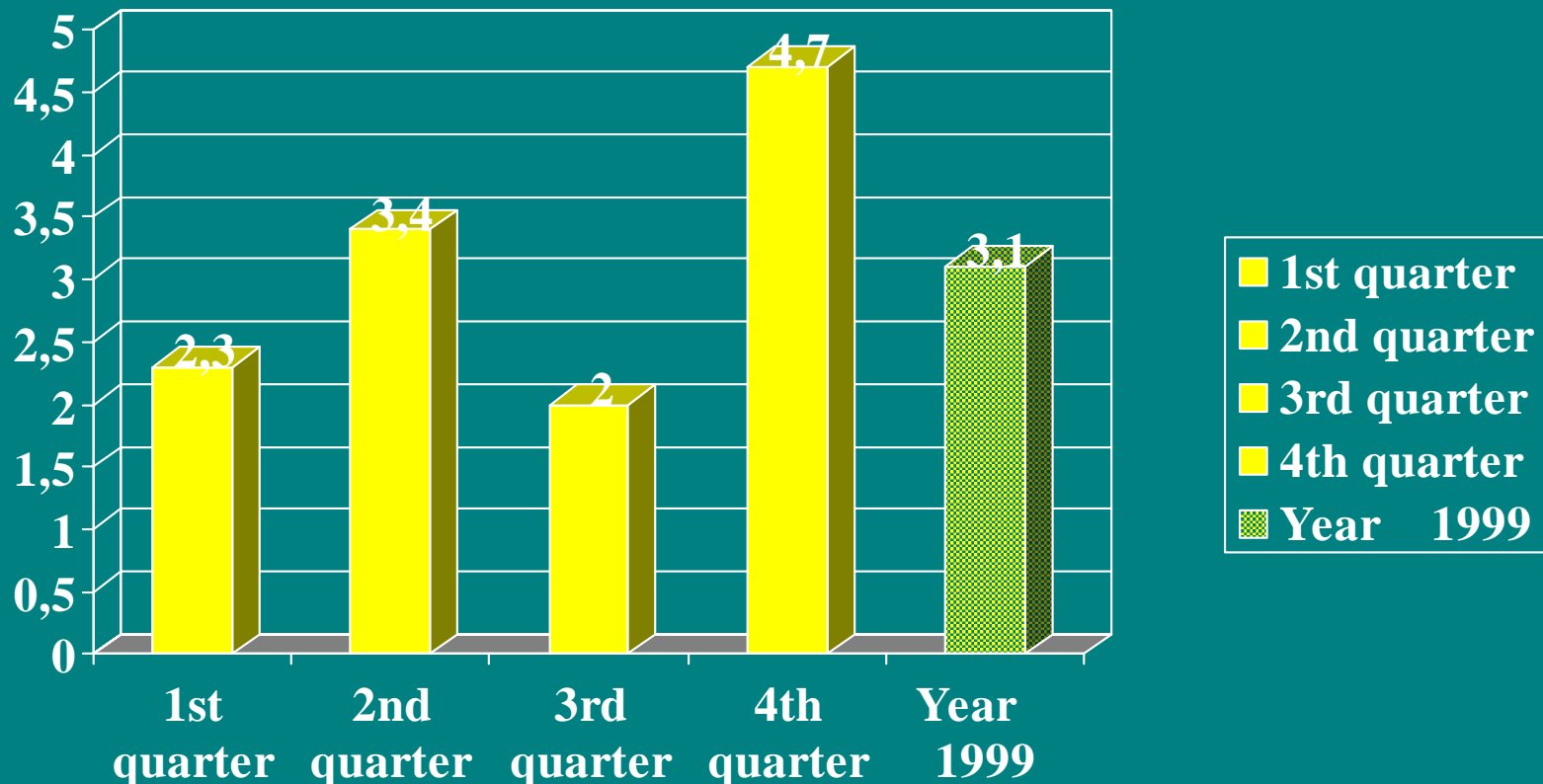
Average number of days spent from receiving request from patron to dispatch of an ILL-order - individual research library



Time measurement in ILL

- Inhouse request handling time

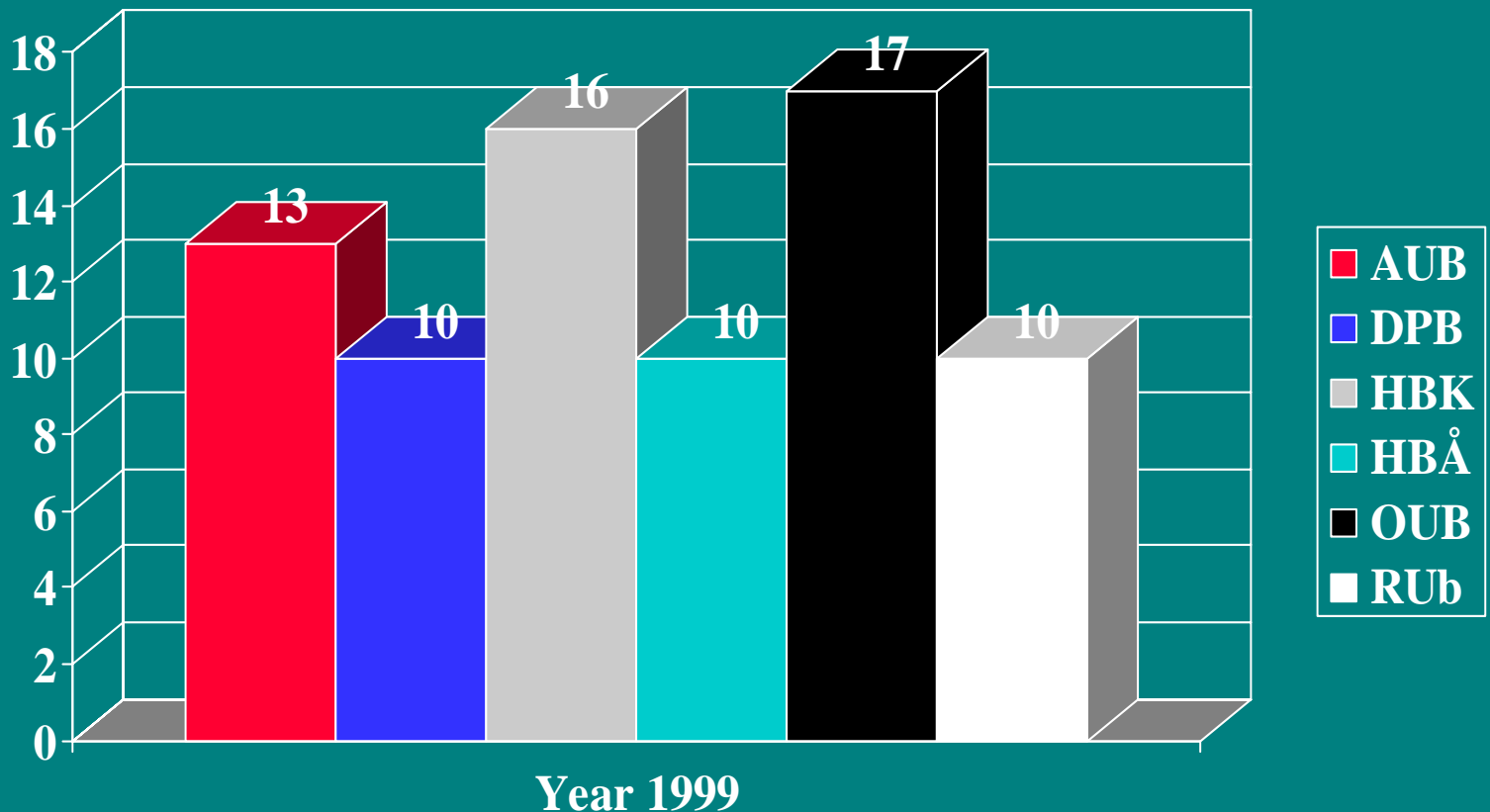
Average number of days spent from receiving request from patron to dispatch of an ILL-order - all research libraries



Time measurement in ILL

Delivery time - documents from DK libraries

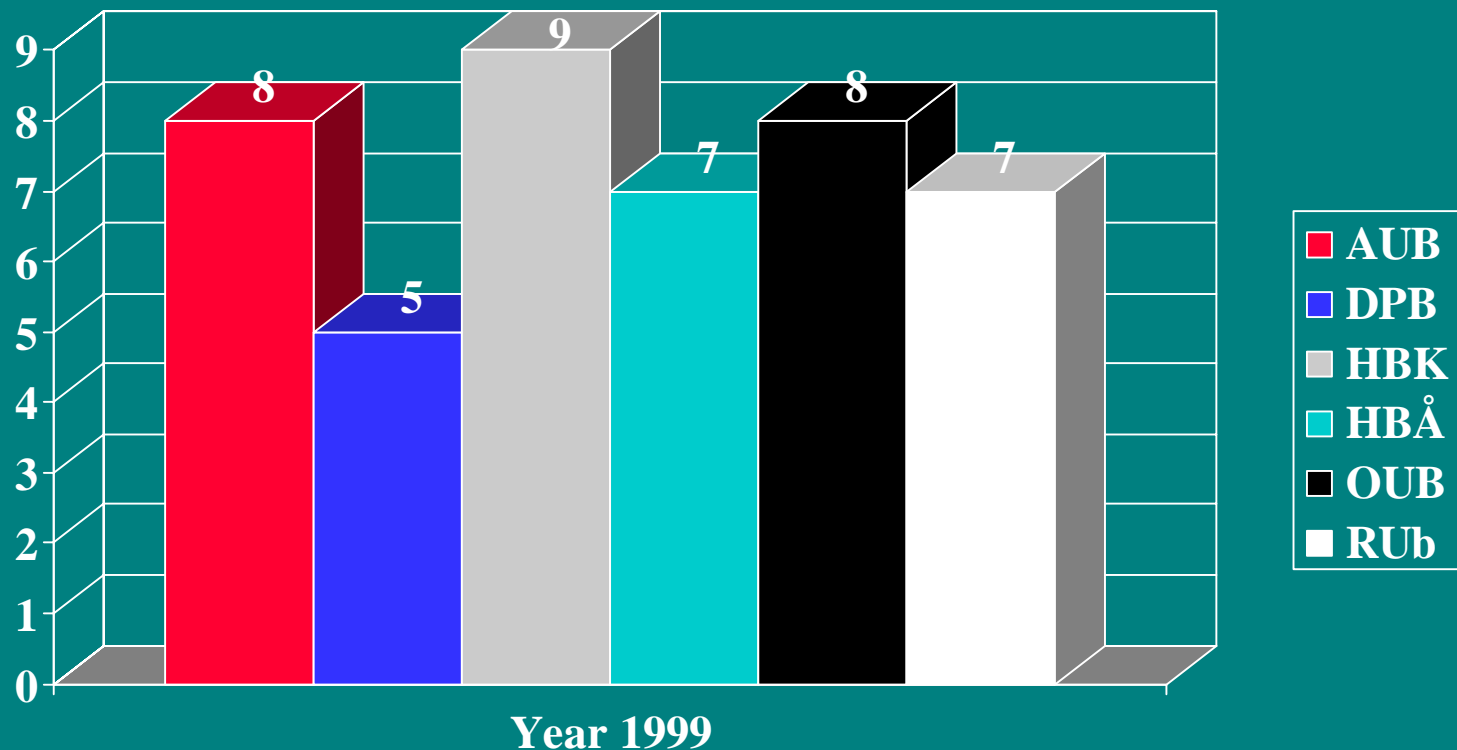
Average number of days from dispatch of an ill-order to receipt of requested document - individual research library



Time measurement in ILL

- Delivery time - documents from DK libraries

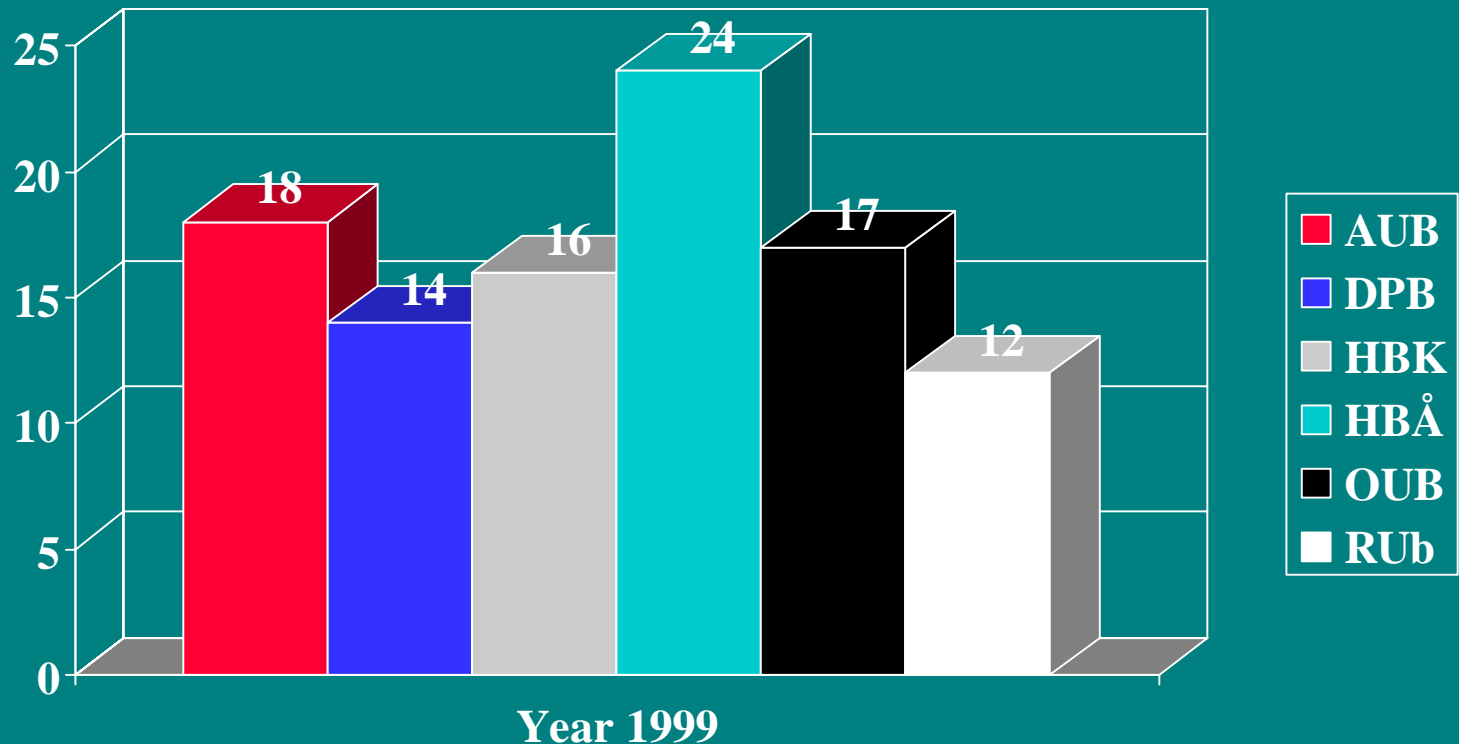
Median number of days from dispatch of an ILL-order to receipt of requested document - individual research library



Time measurement in ILL

- Delivery time - documents from outside DK

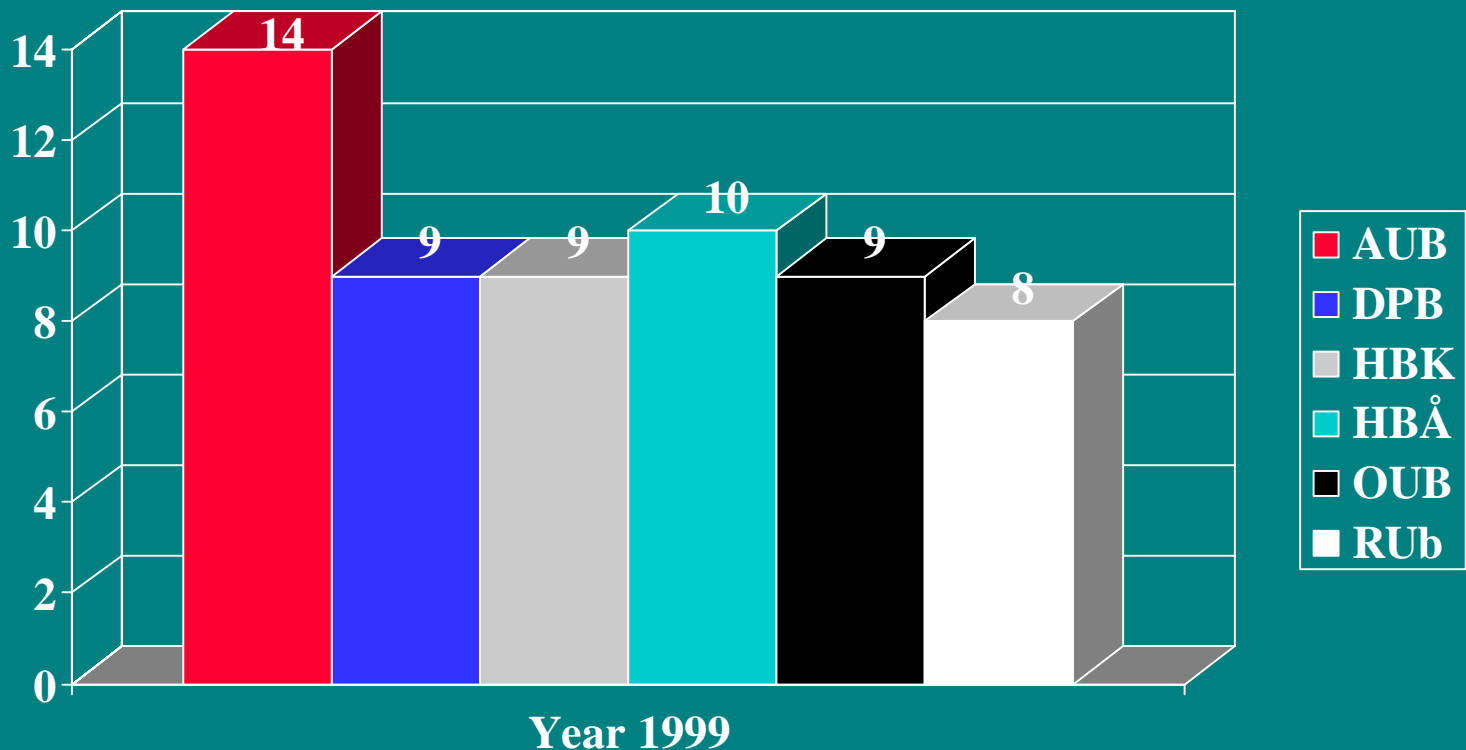
Average number of days from dispatch of an ILL-order to receipt of requested document - individual research library



Time measurement in ILL

- Delivery time - documents from outside DK

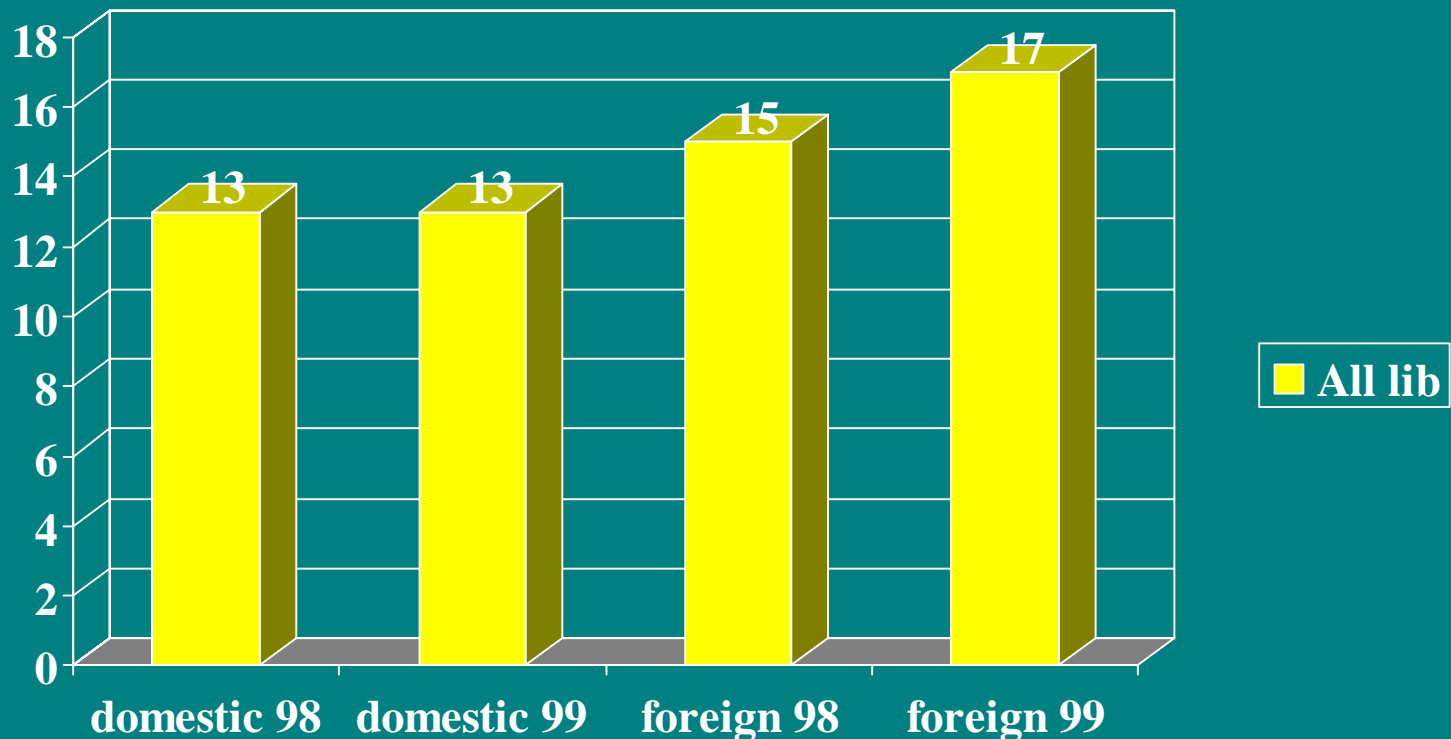
Median number of days from dispatch of an ILL-order to receipt of requested document - individual research library



Time measurement in ILL

- Delivery time 1998 and 99

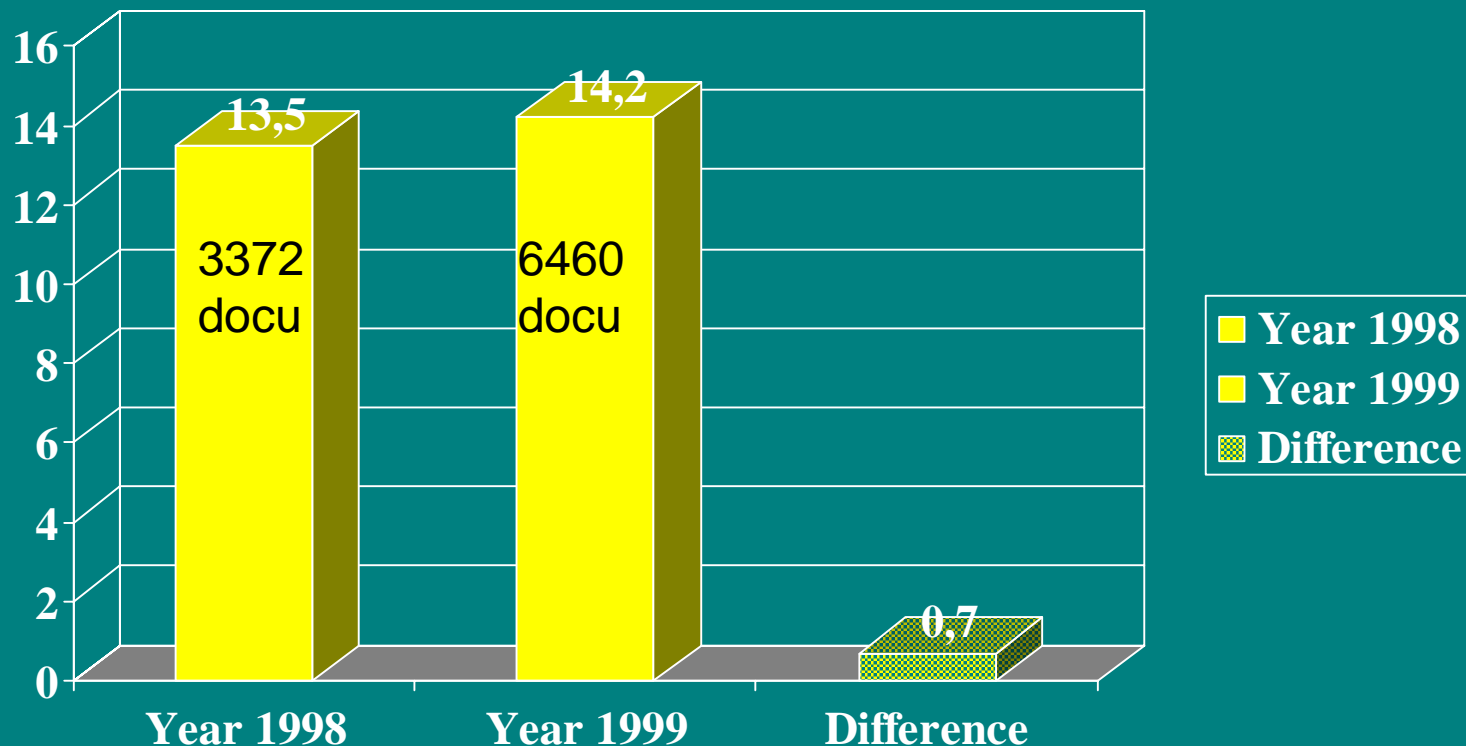
Average number of days from dispatch of an ILL-order to receipt of requested document from Danish or foreign libraries/suppliers - all research libraries



Time measurement in ILL

- Delivery time 1998 and 99

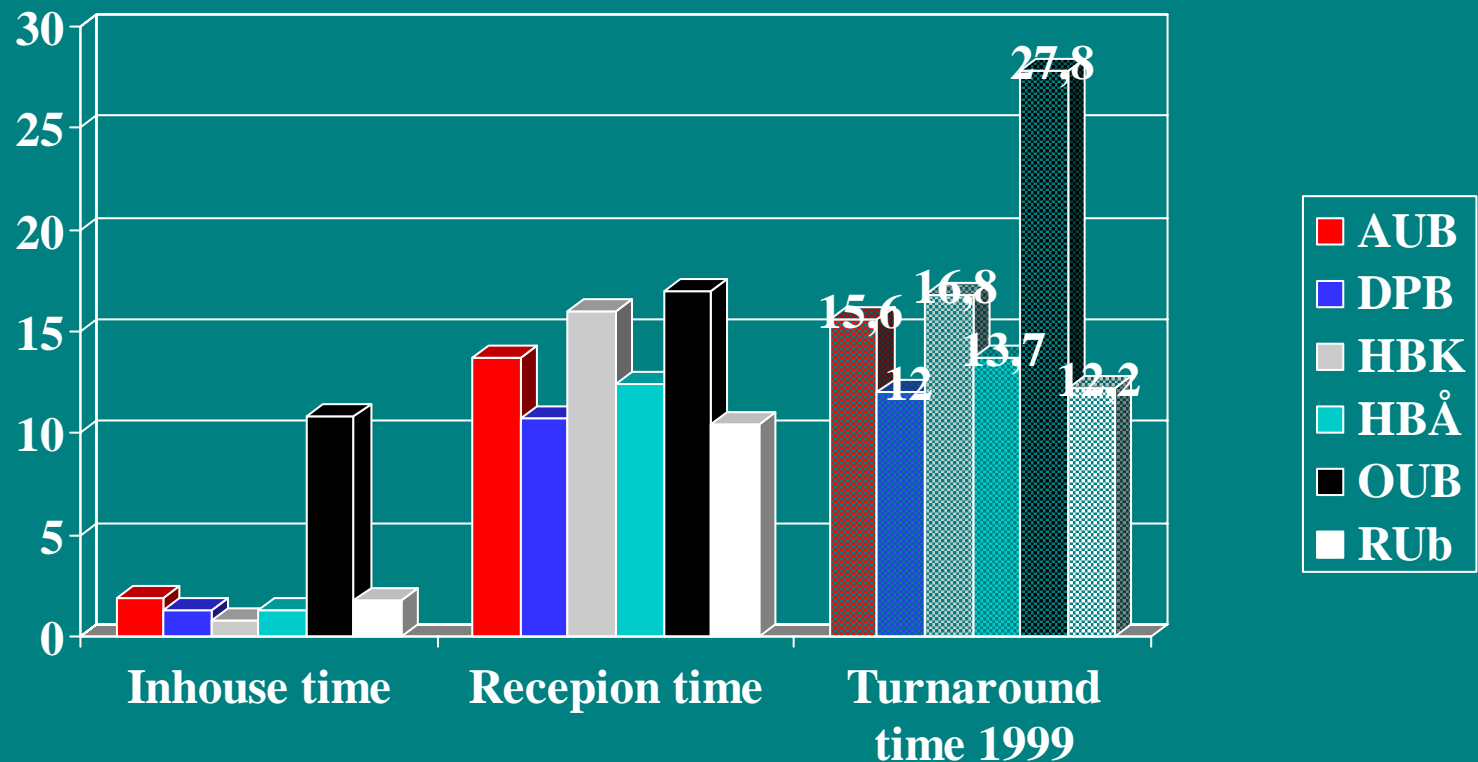
Average number of days from dispatch of an ILL-order to receipt of requested document from Danish and foreign libraries/suppliers - all research libraries



Time measurement in ILL

- Turnaround time.dk 1999

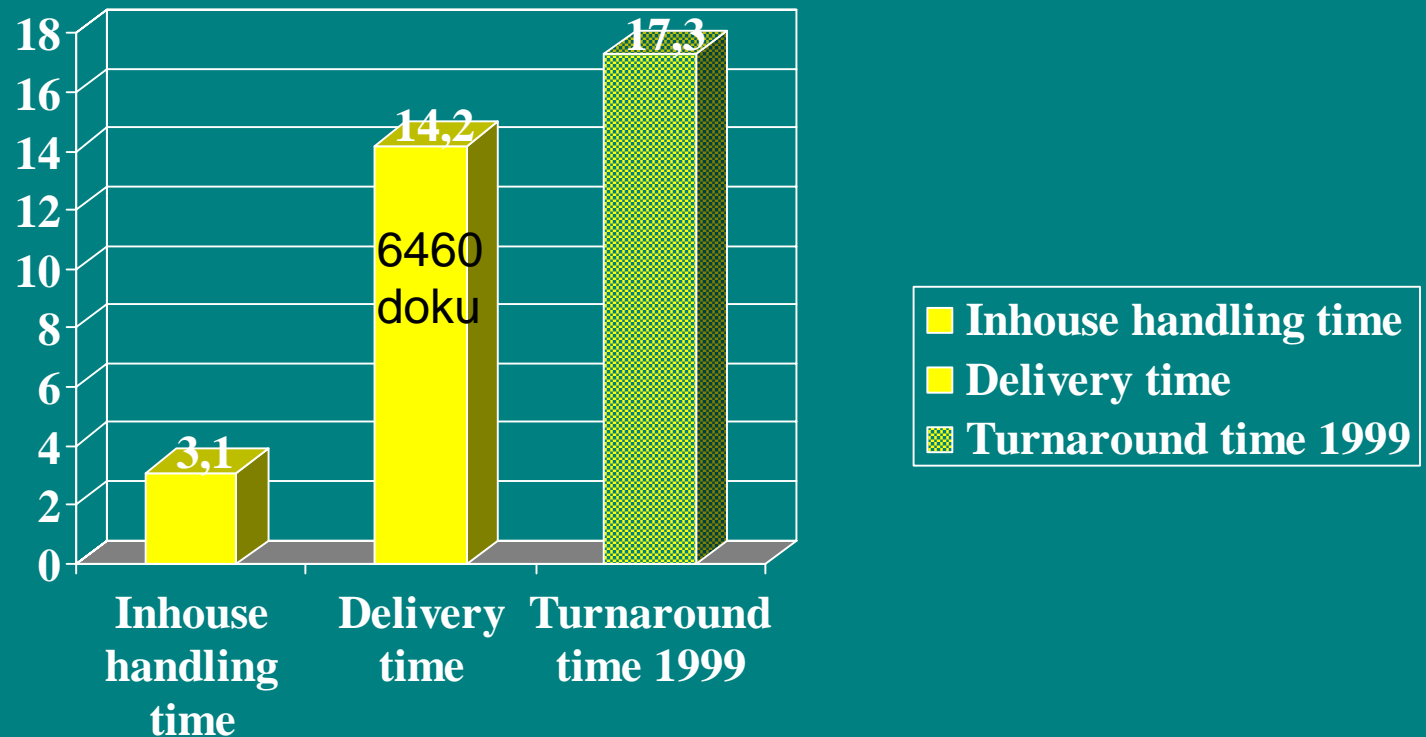
Average number of days elapsed from receipt of ILL-request from patron to receipt of requested document from Danish or foreign libraries/suppliers - individual research library



Time measurement in ILL

- Turnaround time.dk 1999

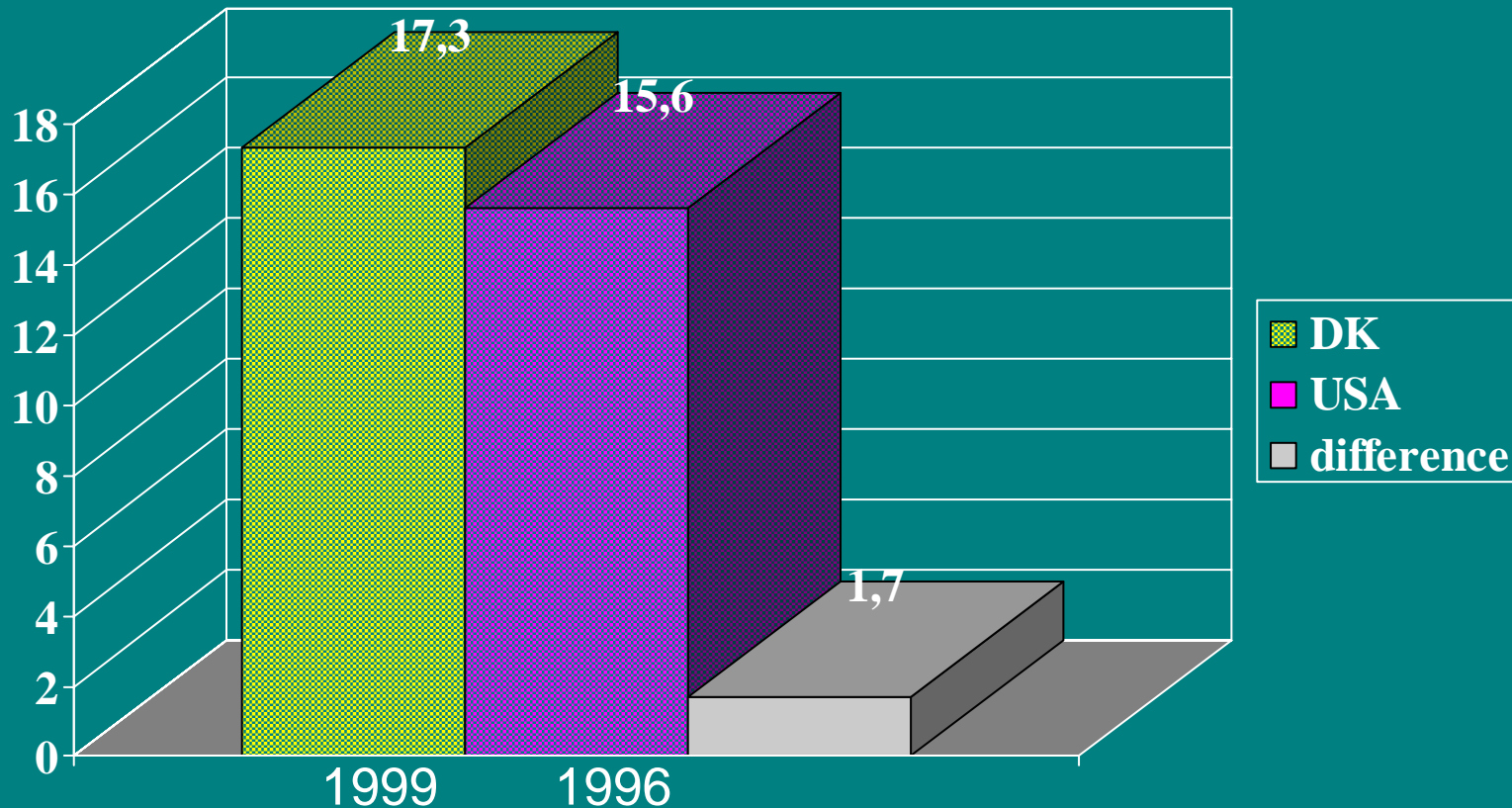
Average number of days elapsed from receipt of ILL-request from patron to receipt of requested document from Danish or foreign libraries/suppliers - all research libraries



Time measurement in ILL

- Turnaround time Denmark and USA

Average number of days elapsed from receipt of ILL-request from patron to receipt of requested document in Danish and US research libraries



Time measurement in ILL 2

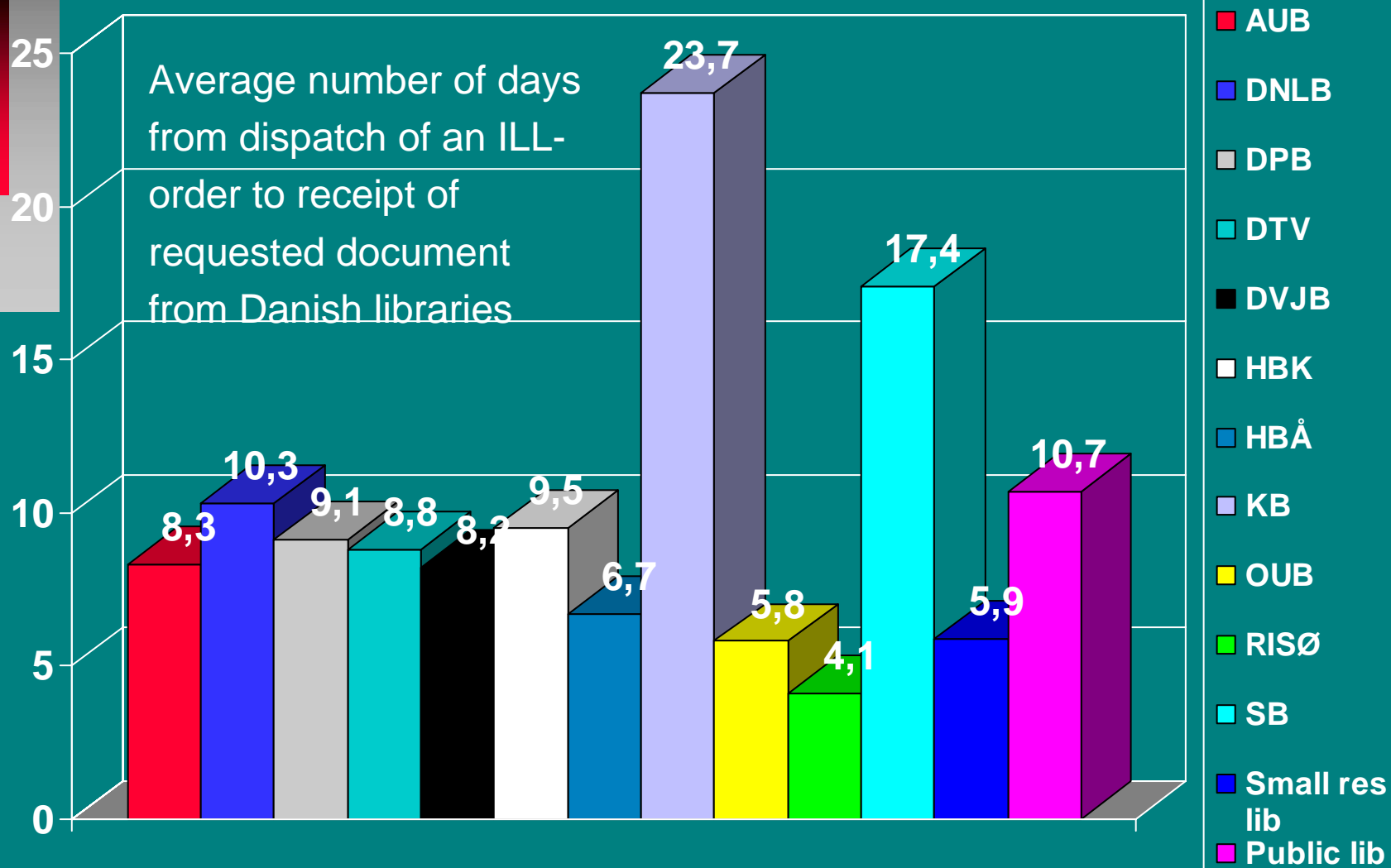
- ILL documents received at Roskilde University Library 1998 and 1999

Presentation of the empirical data:

- *- measuring time of delivery for documents for each supplying library*
- *- collecting data 1 week each quarter*
- *- total amount of measured ILLs: 1721*

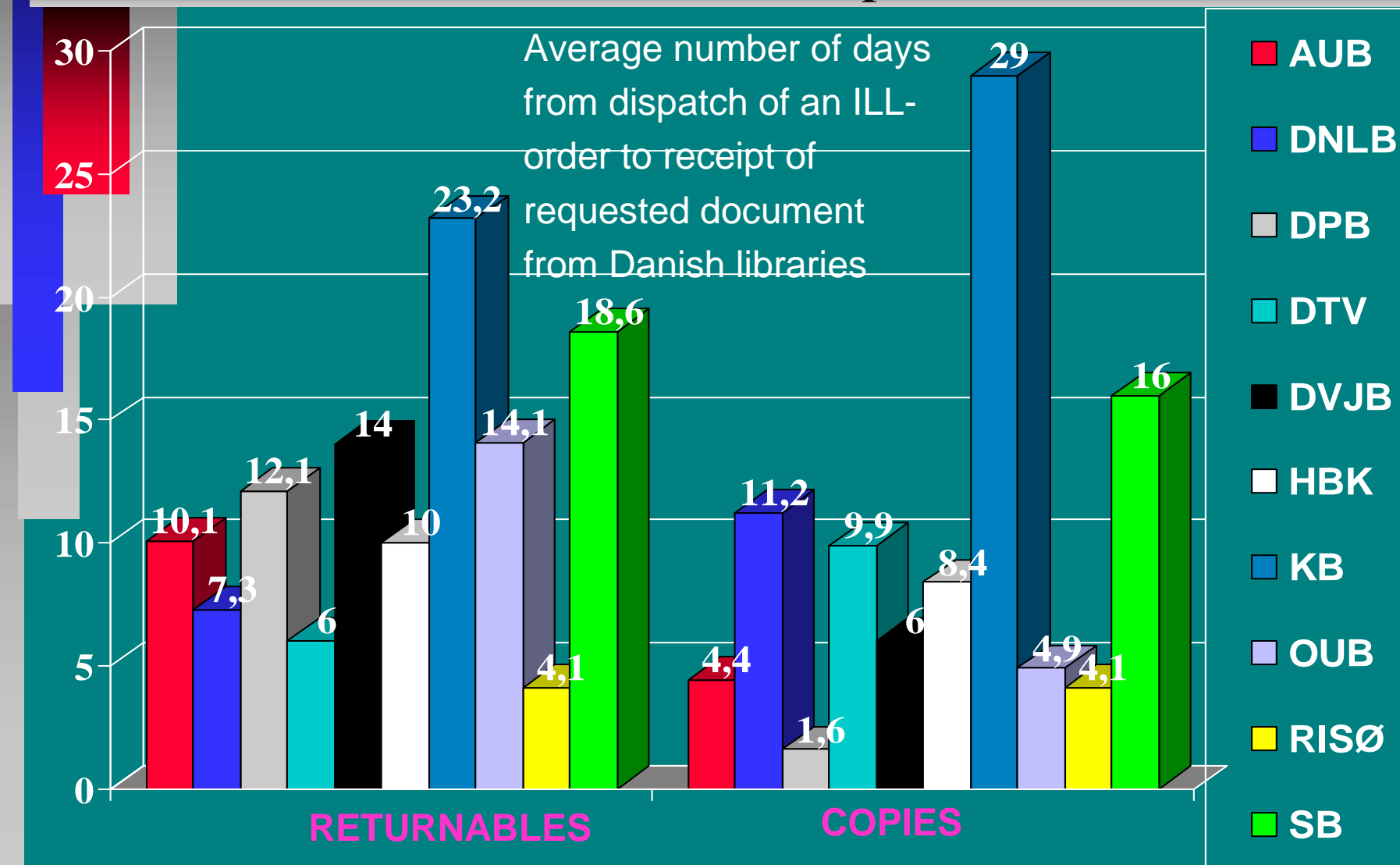
Time measurement in ILL 2

- Delivery time for documents received at RUB from domestic libraries 1998-99 - all documents



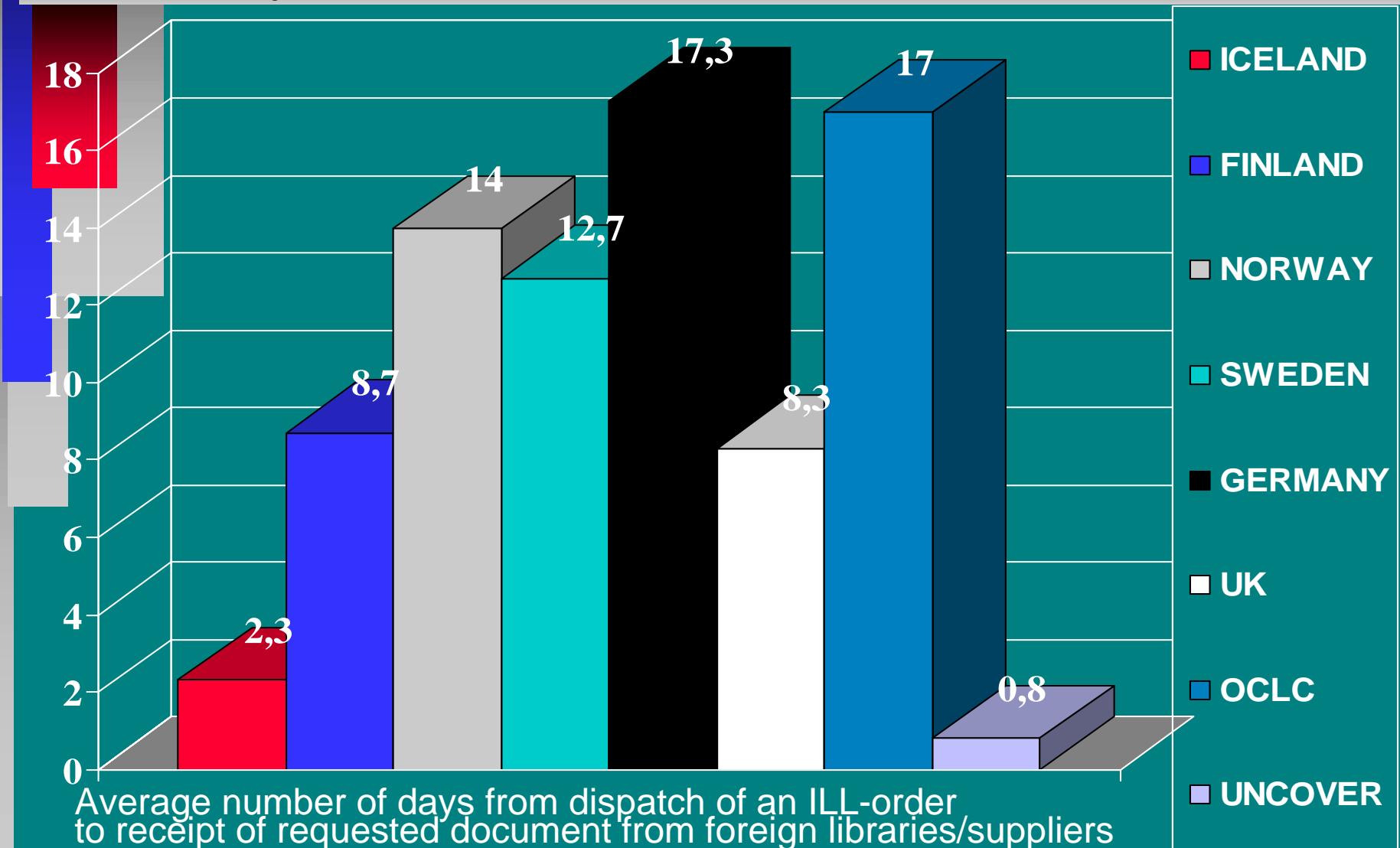
Time measurement in ILL 2

- Delivery time for documents received at RUb from domestic libraries 1998-99 - copies or returnables



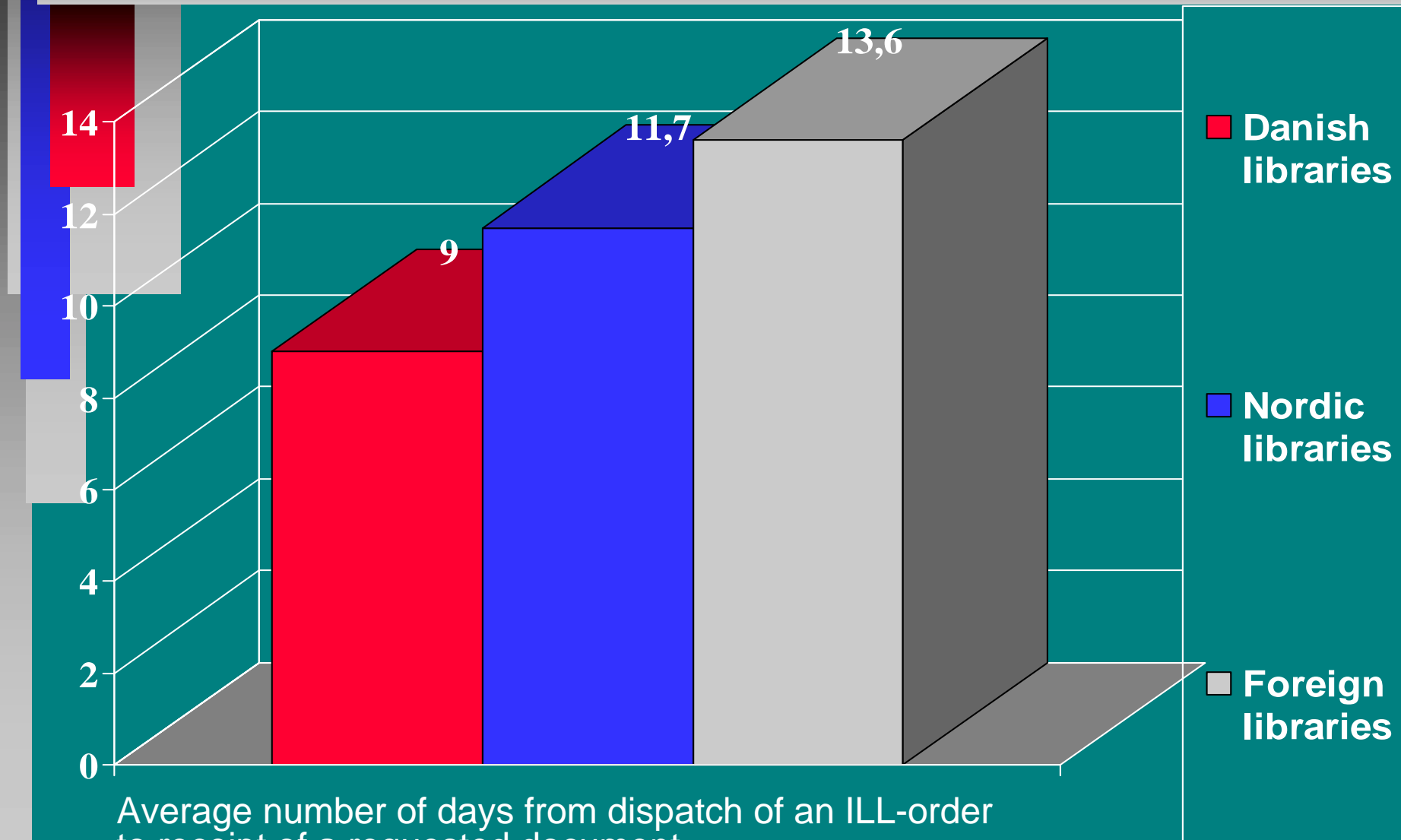
Time measurement in ILL 2

*- Delivery time for documents received at RUB
1998-99 from abroad - all documents*



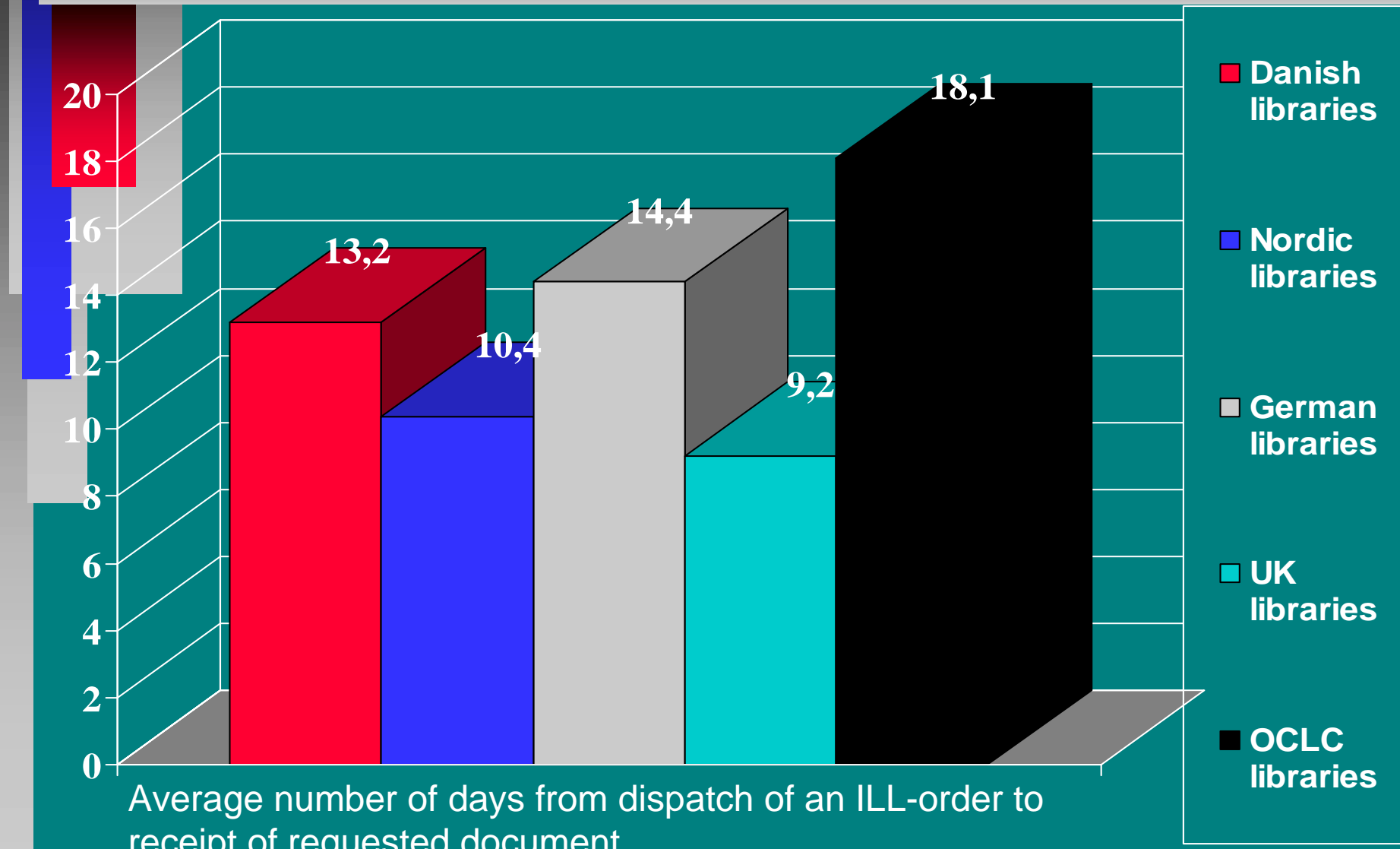
Time measurement in ILL 2

*-Delivery time for documents received at RUb 98 -99
from Danish, Nordic, and foreign lib - all documents*



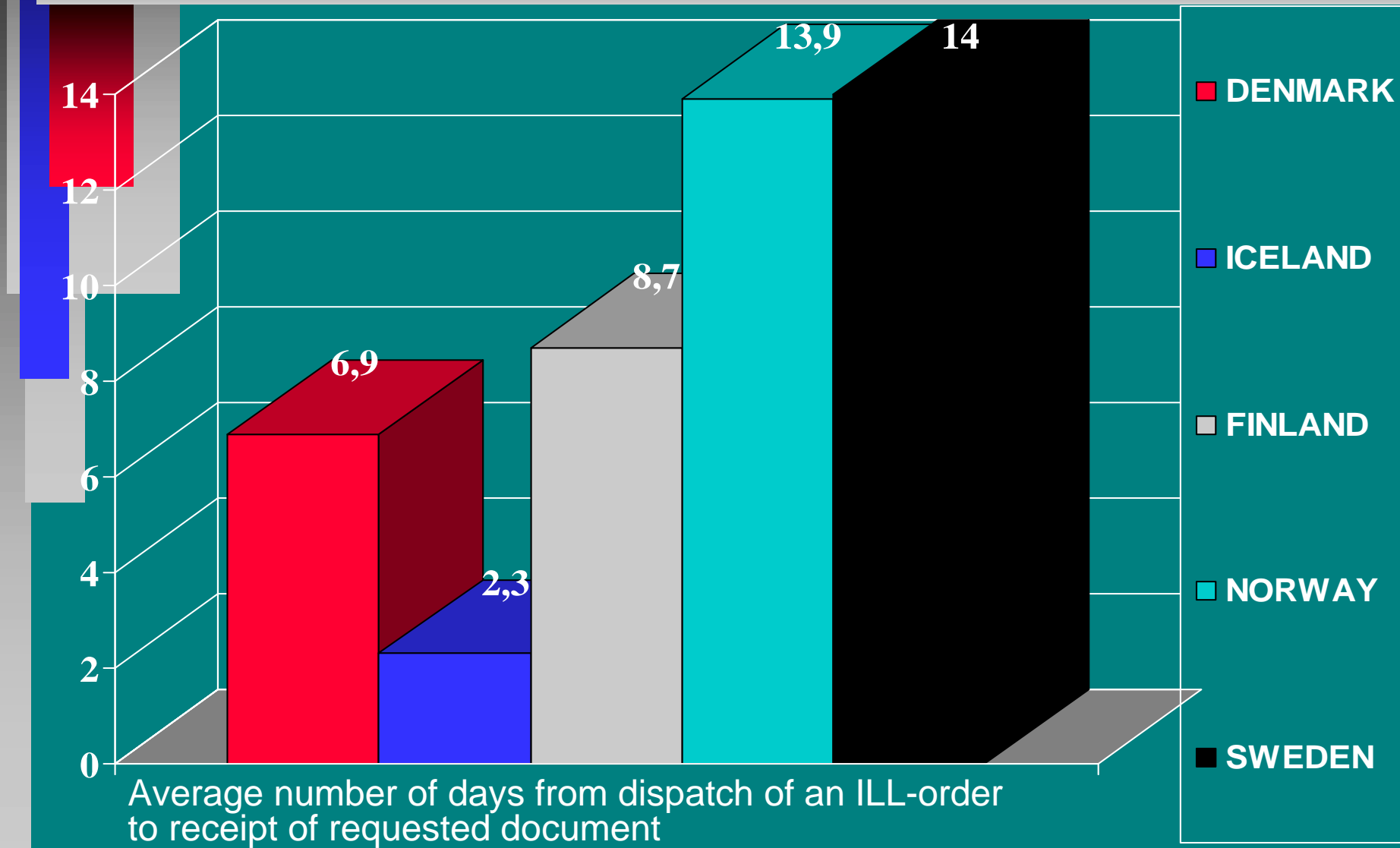
Time measurement in ILL 2

*-Delivery time for documents received at RUb 1998-99
from Danish, Nordic, and foreign lib - returnables*



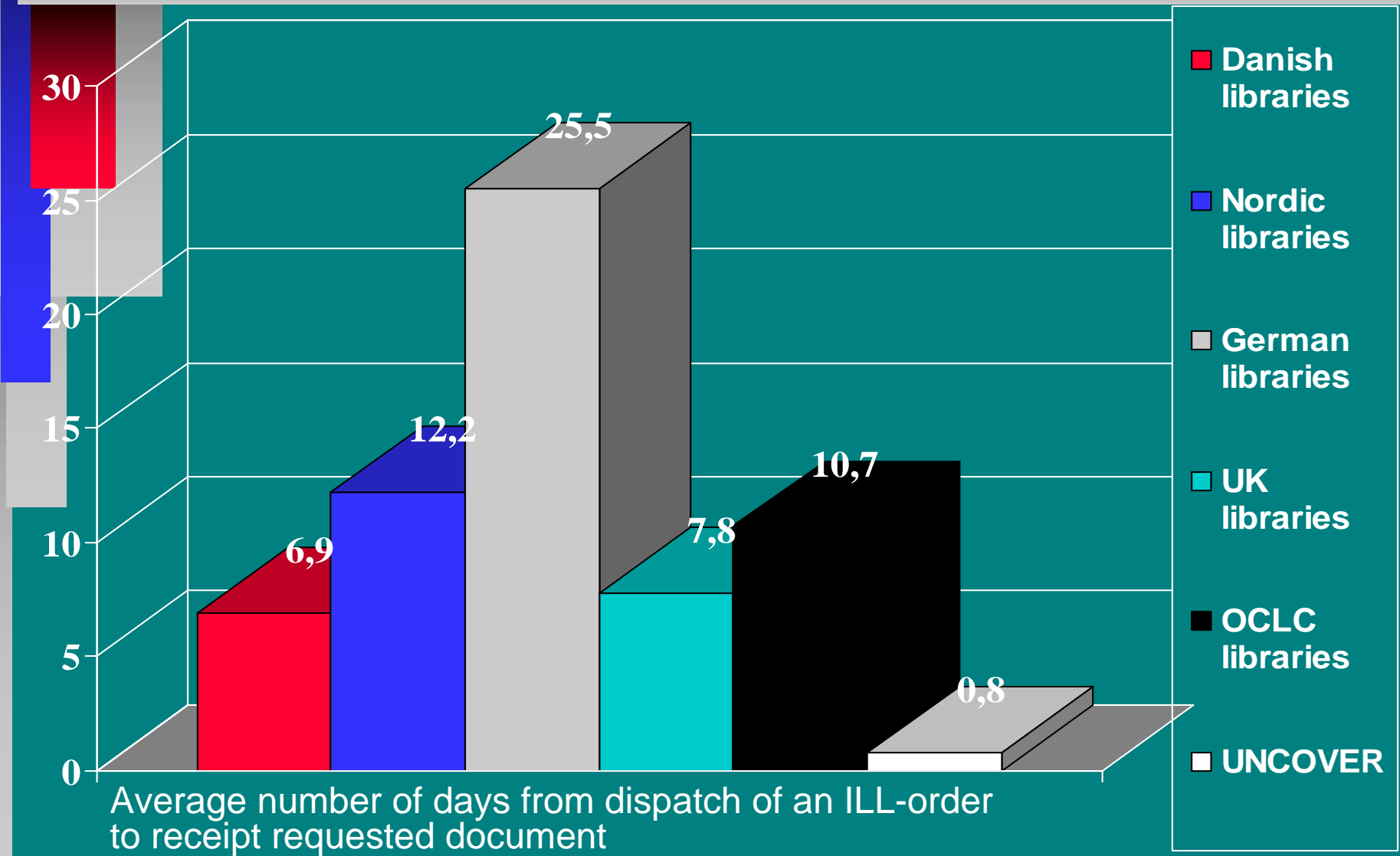
Time measurement in ILL 2

-Delivery time for documents received at RUb 1998-99 from Danish and Nordic libraries - copies



Time measurement in ILL 2

*-Delivery time for documents received at RUb 1998-99
from Danish, Nordic, and foreign libraries - copies*



Time measurement in ILL 2

You can affect inhouse request handling time

- *But how?*
- *Flexible, smooth swinging ILL-organization*
- *New, efficient ILL-technology*
- *Well-educated, service minded ILL-staff*
- *Understandable, well defined ILL-goals*
- *Well-informed readers with high ILL-expectations*

Time measurement in ILL 2

- Can you affect expenditure of time of delivery?

- *Is payment a possible problem-solver?*
- *Can you request from abroad when held by library in own country?*
- *Join consortia with favorable cost/speed agreements*
- *Join consortia with ILL performance studies, or*
- *currently make your own performance studies to find best practice ILL lenders*
- *Produce updated manuals for your ILL-staff*
- *Use a variety of different ILL technologies*
- *Give your own library a good reputation as lending library. Be a good example*

Presenting ILL performance measurement data - example 1

SERVICE DECLARATION FOR ILL-REQUESTS

Roskilde University Library offers researchers, teachers, and students at Roskilde University Centre access to material which is not present in the library's own collections through interlibrary loans (ILL).

ILL requests will be handled and the materials will be ordered within 2 working days after the requests have been handed over to the library staff. The arrival of materials can be expected within

(calendar days)	Average	Median
From Danish libraries	10 days	5 days
From foreign libraries	13 days	8 days

Presenting ILL performance measurement data - example 2

SERVICE DECLARATION FOR ILL-REQUESTS

As a researcher, teacher, or student at Roskilde University Centre you may check your loan status on the library-website to secure that your ILL-requests are handled according to the announced timeschedule.

We also recommend to use the electronic form for ILL-requests which you find on the library-website:

<http://www.rub.ruc.dk/service/fjernlaan.html>

Time measurement in ILL

The never ending story

to be continued